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# ***LaGov ECC Connectivity Troubleshooting Guide***

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## Introduction

This document serves to list solutions to common problems with installing and configuring the **Launch LaGov** program which provides users with access to LaGov ECC. The document also contains steps for resolving connection issues. Before calling the help desk to report problems you may be able to resolve them yourself. Locate the problem reported in the list below and follow the instructions to troubleshoot and resolve the issue.

## Common Errors

### I. PRD: connection to partner '127.0.0.1:32[##]' broken

User may receive this error when working in the LaGov ECC system. This indicates that the Stunnel application which is required to establish a secure connection is not running.

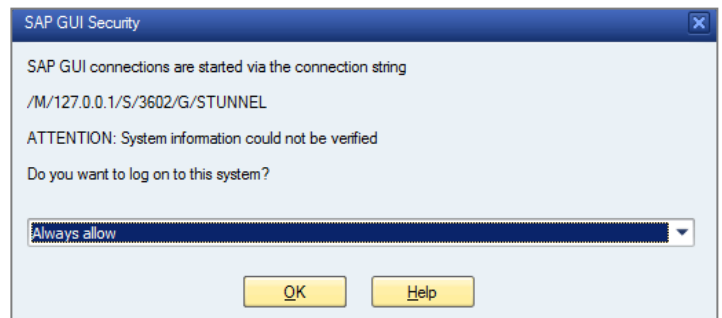
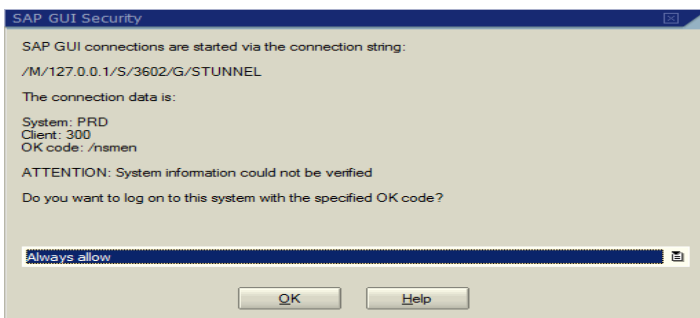
**Solution:** This problem is resolved by logging back into the system using the appropriate desktop shortcut.

- 1) Click open the LaGov ECC icon located on the user's desktop. Login to the System.

OR

- 2) Click open the LaGov Portal icon located on the user's desktop. Login to the System.

### II. SAP GUI Security: SAP GUI Connections Are Started Via the Connection String



User may continue to receive one of these pop up message boxes on every login.

**Solution:** Select 'Always allow' and 'OK'. Pop up box will no longer appear on login.

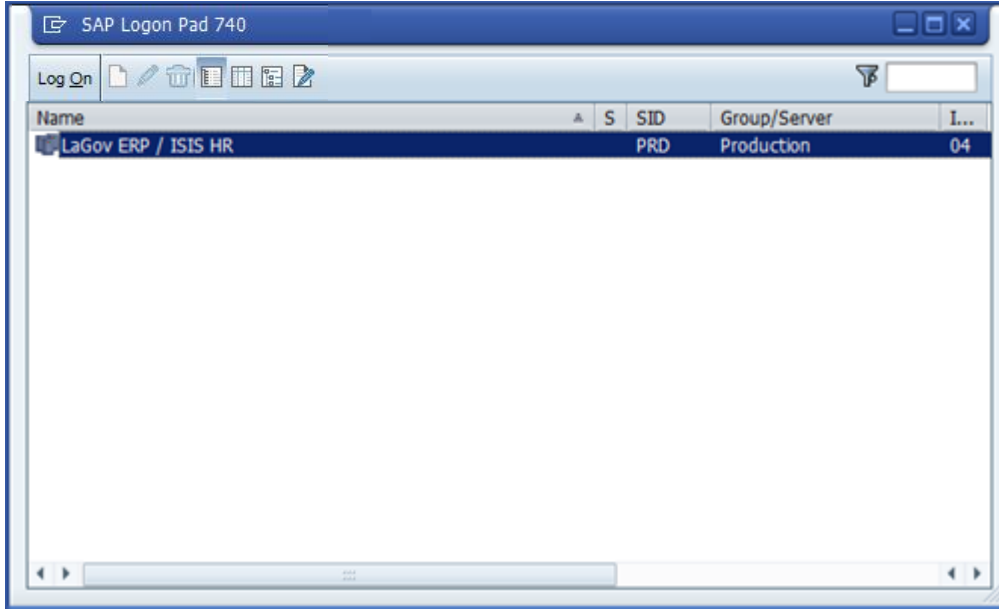
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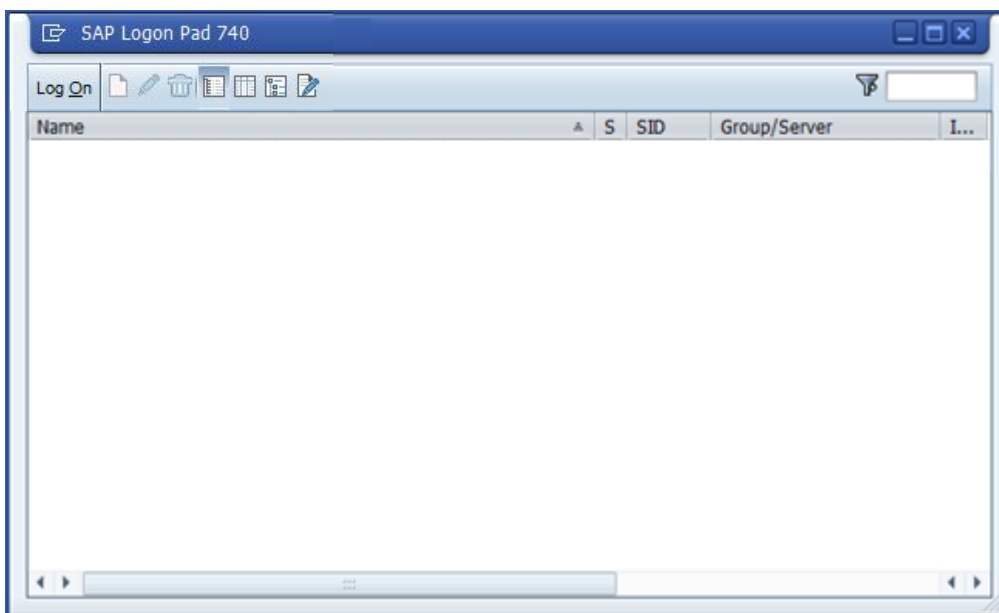
## III. LaGov ERP / ISIS HR Connection on the Sap Logon Pad

The SAP Logon Pad is still displaying on the desktop and has a connection entry after the Launch LaGov installation.



**Solution:** Any saplogon.ini file in the C:\Users\\AppData sub folders should be deleted.

Depending on OS and SAP GUI version, the directory can vary. The most likely spot will be in C:\Users\\AppData\Local\VirtualStore\Program Files\SAP\SAPINI. Make sure the SAP GUI is completely closed/exited after deleting. When clicking on the LaGov ECC icon again, the SAP Logon Pad that opens should be empty.



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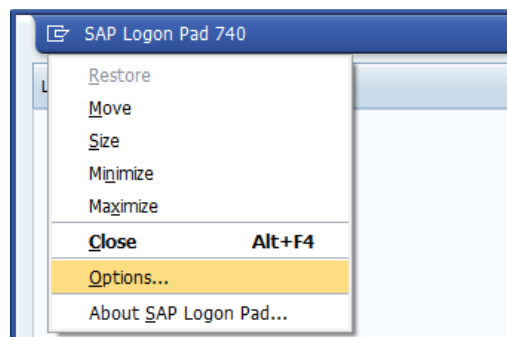
## IV. SAP GUI: Execution of Command Line Was Denied



User is receiving this message because they selected “Deny” rather and “Always Allow” when they received the SAP GUI pop-up message box as shown in Section II.

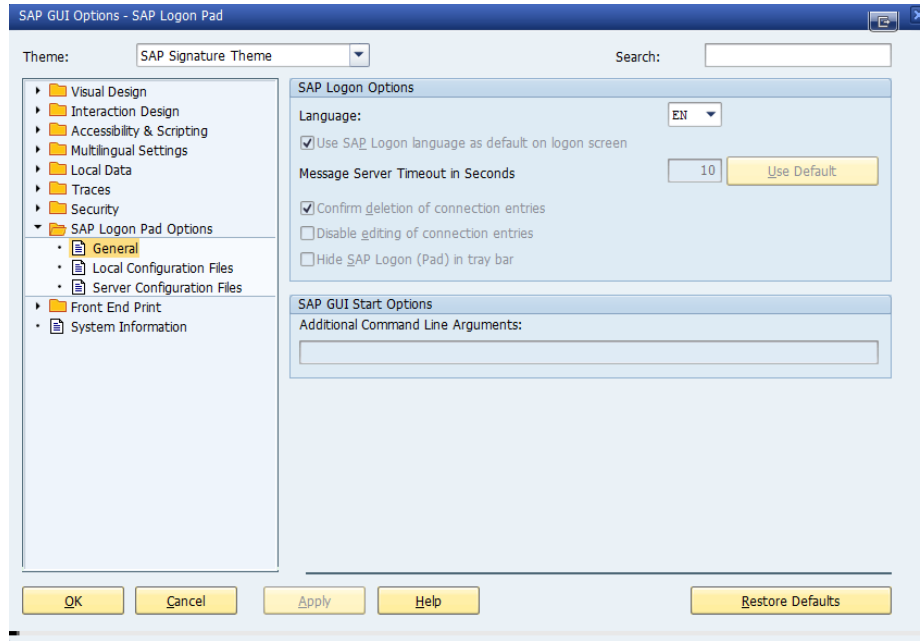
**Solution:** Reset the security settings back to the default configuration using the following steps.

- 1) Click on the upper left corner of the SAP Logon Pad window as shown below. Then select options.

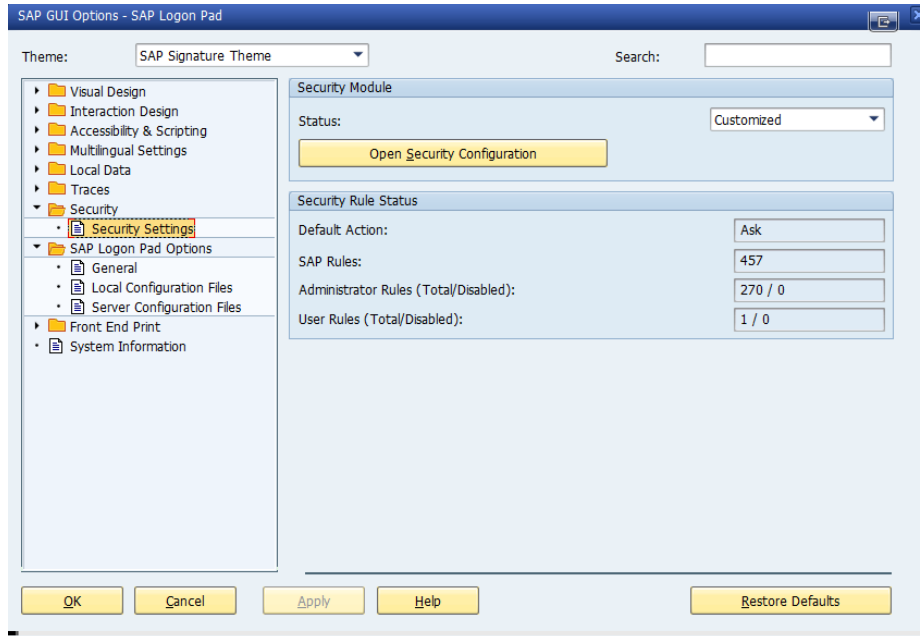


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- 2) The SAP GUI Options – SAP Logon Pad screen will appear as shown below.

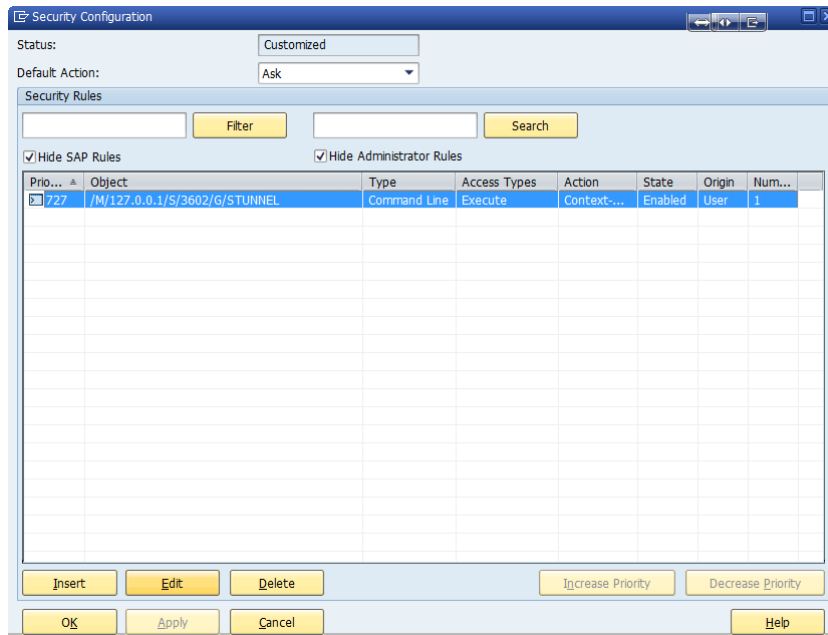


- 3) Click on Security Settings located within the folder labeled “Security” and expand that section to access “Security Settings”. Once open, click the “Open Security Configuration” button.

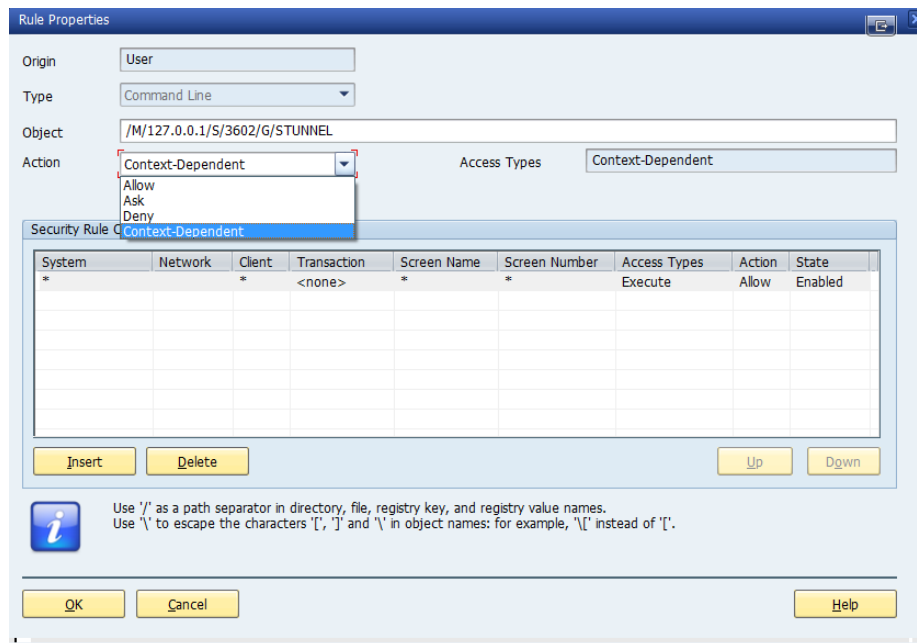


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- 4) Locate the entry within Security Rules showing the word STUNNEL in the Object name. Highlight the line and click on the Edit button.



- 5) When the following screen appears, Change the Action setting to “Context-Dependent”.



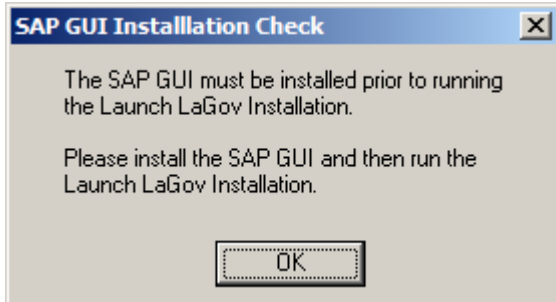
- 6) Select insert. Then select OK to close this screen.
- 7) You will return to the SAP GUI Options –SAP Logon Pad screen. Select OK.
- 8) Close out any open SAP windows.
- 9) Then log back into the system and select “Always Allow” when you receive the SAP GUI Security pop message box.

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## V. SAP GUI Installation Check



SAP GUI is not installed.

**Solution:** Install SAP GUI. The software can be found behind the My Work > Download tab in LEO

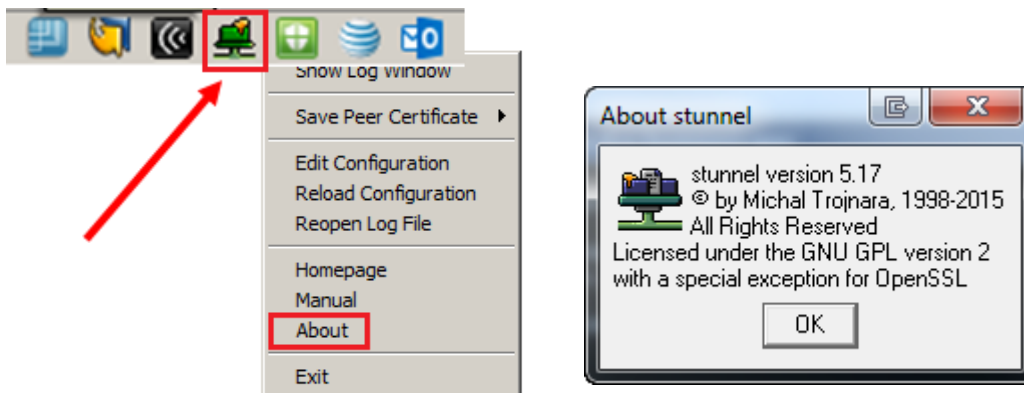
## VI. Logon Balancing Error 88

User is receiving "Logon Balancing Error 88" when attempting to log in.

**Solution:** There are many factors affecting a user's ability to connect to LaGov ECC, ranging from configuration on the local PC to network issues. This section guides you through the steps to determine if you are experiencing connectivity issues. The most common reason for this error is not having the latest version of Launch LaGov (Stunnel) installed. If users do not have Launch LaGov 2.0 (Stunnel 5.17) the Logon Balancing Error 88 will occur.

To verify that the correct version is installed:

Right-click on the Stunnel icon (see image below) in the system tray and choose **About**. This will display the version the user is running.





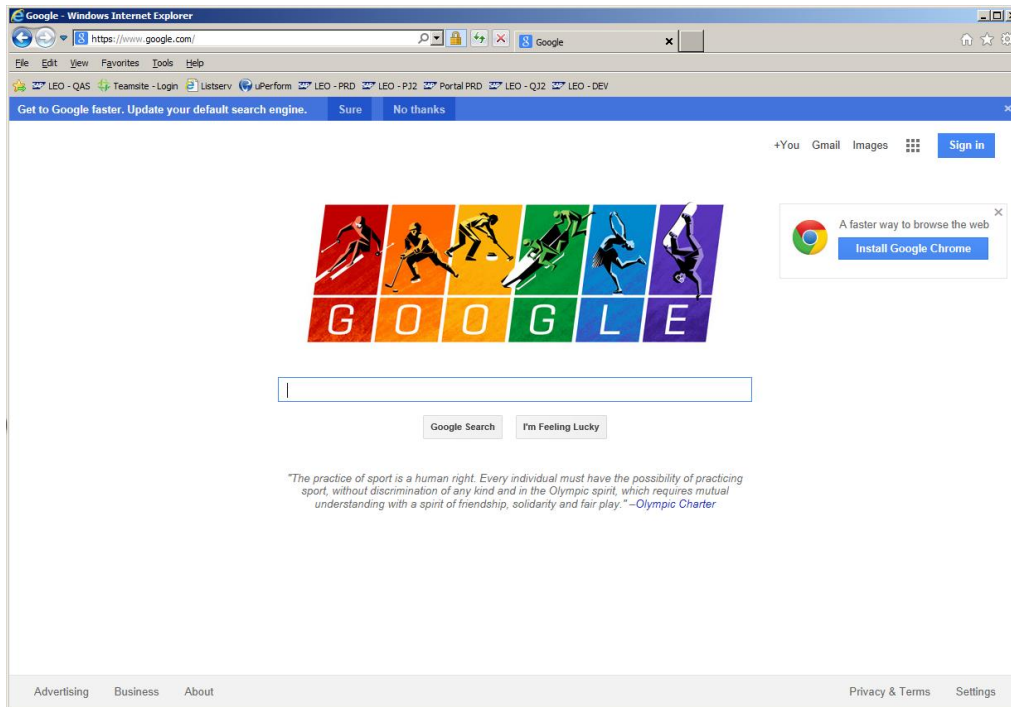
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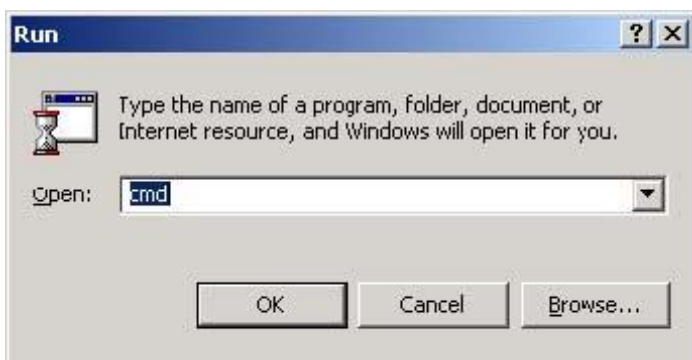
## Network Connectivity Test 1

The user should be asked to check if he/she can reach “outside” internet sites via the web browser (for example, ask the user to connect to [www.google.com](http://www.google.com), and refresh the page by pressing F5 or clicking *Refresh* to confirm connection). If the user cannot connect to the Internet, the LAN technicians for his/her building should be contacted to resolve any connection issues.



## Network Connectivity Test 2

If the Internet connection test proved successful, the user should perform an FTP test. Open a command prompt by clicking Start- > Run, then type cmd in the dialog box and click OK.



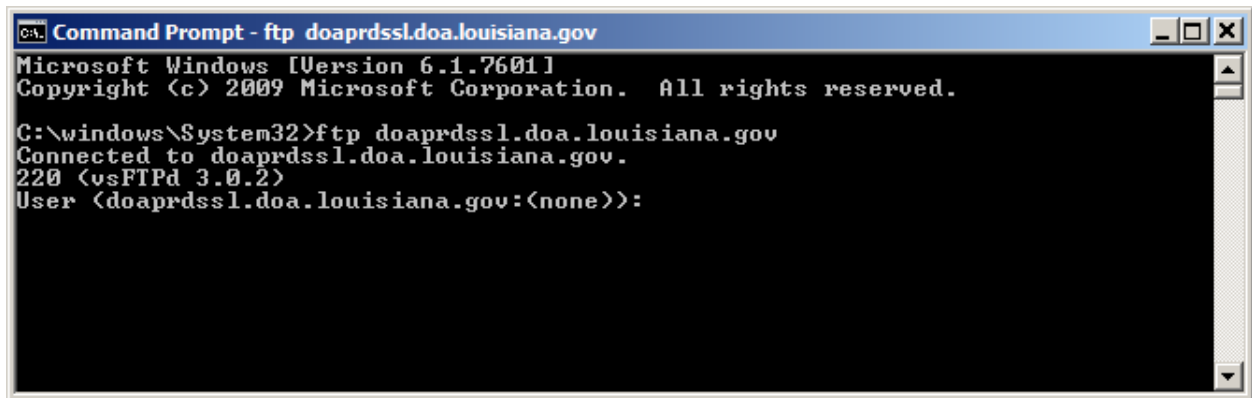
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The Windows command prompt appears. The user should enter the following command and press enter: *ftp doaprdssl.doa.louisiana.gov*

If successful, the prompt will show “connected” and prompt for a user ID.



```
Command Prompt - ftp doaprdssl.doa.louisiana.gov
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\windows\System32>ftp doaprdssl.doa.louisiana.gov
Connected to doaprdssl.doa.louisiana.gov.
220 (vsFTPd 3.0.2)
User (doaprdssl.doa.louisiana.gov:(none)):
```

The user should terminate the connection by pressing CTRL-C (control and c simultaneously). If the connection failed, then it is possible that the user’s network is preventing connection, and the user should contact his/her LAN administrator.

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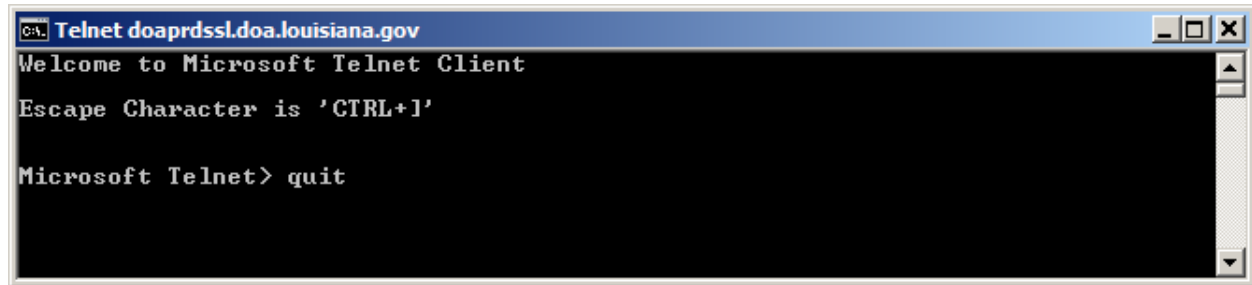
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## *Network Connectivity Test 3*

Using the same command prompt as the previous test, the user should enter the following command and press enter: *telnet doaprdssl.doa.louisiana.gov 4706/tcp*

If the connection is successful, the screen will go blank. The user should press CTRL-] (control and the right bracket simultaneously), then type *quit* at the telnet prompt and press enter.



If the connection fails, then the user is unable to connect to the LaGov ECC system on port 4701. The user's network is blocking connections on that port, and the user should contact his/her LAN administrator.

The LaGov ECC System requires that the following ports not be blocked (by a firewall, for example):

4700 through 4710

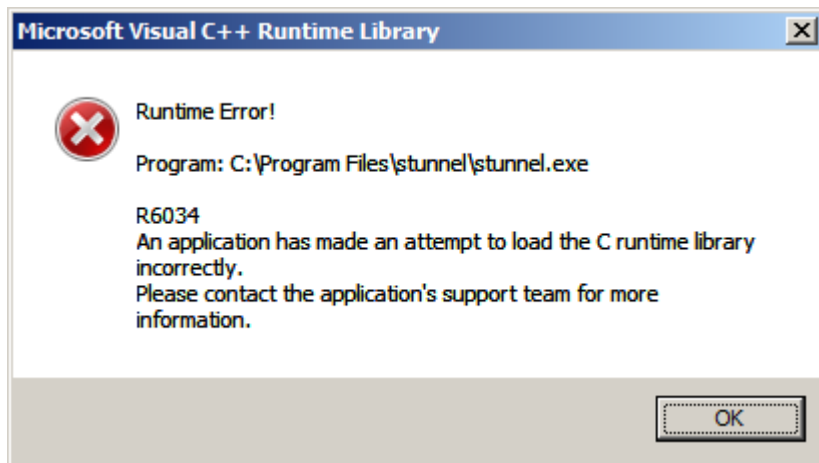
The LAN administrator should verify that these ports are not blocked.

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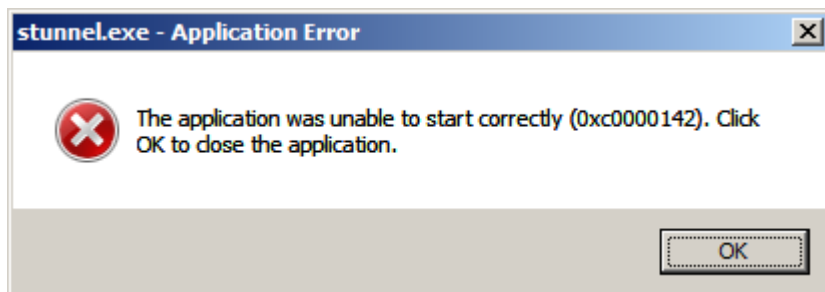
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## **VII. Microsoft Visual C++ Runtime Library: Runtime Error!**



User may receive this error on startup of the computer. User should select OK. Another pop up window with the following error will appear:



User should select OK and computer will complete startup processes. This error indicates that the Stunnel application which is required to establish a secure connection did not start successfully.

**Solution:** This problem is resolved by logging back into the system using the appropriate desktop shortcut.

3) Click open the LaGov ECC icon located on the user's desktop. Login to the System.

OR

4) Click open the LaGov Portal icon located on the user's desktop. Login to the System.

## **Conclusion**

Please submit a [Web Help Desk Ticket](#) if additional assistance is needed or if you are experiencing any other issues.